



March/April 2004

## Important Health Benefits News for Benefits Administrators

## Upcoming Events

### APR

**April 12** ♦ Final shipments of all Open Enrollment materials, including Spotlight, retiree and Extended Coverage notifications

**April 14** ♦ Open Enrollment begins and continues through Friday, May 14

**April 14** ♦ "Help tools" mailed to Benefits Administrators

### MAY

**May 17** ♦ Tentative date for availability of About Your Benefits, new hire brochure

**May 21** ♦ Last day to key Open Enrollment changes for all state agencies, colleges and universities

### JUNE

**June 10** ♦ COVA Care member handbooks distributed to Benefits Administrators

**June 21** ♦ COVA Care medical, dental, behavioral health and prescription drug ID cards mailed separately to employees and non-Medicare retiree group participants

Published by the Office of Health Benefits,  
Virginia Department of Human Resource  
Management

# B.A. Bulletin

## Member Handbook and ID Card Update

The new 2004 COVA Care Member Handbook will be released to the printer in May and mailed in June to Benefits Administrators for distribution to active employees. For retiree group members not eligible for Medicare and Extended Coverage participants, the member handbook will be included in the Anthem medical ID card package mailing. Look for these new features:

♦ An alphabetical index at the back of the member handbook will enable members to locate benefits information more easily.

♦ Contacts information on the first page will include the telephone numbers and Web addresses of all four COVA Care administrators.

Four separate ID card packages (one from each administrator) will be mailed beginning June 21 to home addresses for active employees, retiree group members not eligible for Medicare and Extended Coverage participants.

## Part-time Employees Eligible Starting July 1

A letter will be sent to agency Benefits Administrators by June 1 for distribution to part-time classified employees about their eligibility for health benefits. Effective July 1, part-time classified employees who work at least 20 hours per week but less than 32 hours per week will be eligible to participate in the State Health Benefits Program. Stay tuned for more information soon.



## Spotlight, Videos and Information Online

♦ Copies of the "Understanding Your Benefits" video were shipped by Friday, April 16. Your order (one video per agency payroll number) is being sent by UPS from Eastco Multimedia Services in New York.

♦ If you need additional copies of Spotlight, the FRA insert or other Open Enrollment materials, let us know. Open Enrollment materials were shipped the week of April 5 and the final shipments occurred on Thursday, April 8.

♦ There is a wealth of information on the DHRM Web site. The direct link is <http://www.dhrm.virginia.gov/hbenefits/openroll04/openenroll2004.html>. The Frequently Asked Questions About Open Enrollment link under COVA Care will be updated as questions arise, including inquiries about the four separate ID cards.

## A Note About the Kaiser Permanente HMO

To enroll in the Kaiser Permanente HMO, employees must live or work in the Kaiser service area. Employees who are now enrolled in the Kaiser plan, but are not eligible, must elect the COVA Care plan during Open Enrollment or waive coverage. Retirees not eligible for Medicare who are enrolled in Kaiser but do not live in the service area must elect COVA Care or cancel coverage. Anyone ineligible for the Kaiser plan who takes no action will be placed automatically in the COVA Care plan.

## "Help Tools" Distributed

A new "help tool" has been mailed to Benefits Administrators to assist you when employees have questions about contacting the four COVA Care administrators. The COVA Care logo is on the front, while telephone numbers and Web sites for the four administrators are on the back.